

1997-99 Performance Progress Report

For Quarter Ending June 1999

Agency 120

Human Rights Commission

Mission

The mission of the Human Rights Commission is to prevent and eliminate discrimination through the fair application of the law, the efficient use of resources, and the establishment of productive partnerships with the community.

Strategy

To promptly receive and impartially process complaints alleging unfair practices of discrimination.

Performance Measure

Time to complete the processing of a complaint from filing to closure (in months).

Outcome	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				13				13
Actual				12				5.5
Date Measured				6/30/98				6/30/99

Performance Measure

Number of cases closed through early resolution.

Output	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				275				275
Actual				254				199
Date Measured				6/30/98				6/30/99

Performance Measure

Total number of cases closed.

Output	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				1,400				1,400
Actual				1,552				1,457
Date Measured				6/30/98				6/30/99